

**Conflict Management: How to Deal with Difficult People**

20 percent of a manager's workweek is devoted to dealing with employee conflict. Workplace conflicts result in:

- low morale
- poor decision making
- angry employees
- expensive productivity loss
- stress-related medical conditions
- unbelievable amounts of wasted time.

If such conflicts are left unresolved, they can escalate into costly lawsuits. Warren will explain why it's crucial for you to understand how to manage and resolve workplace conflict.

**This month's facilitator: Warren Tolley, Executive Director of Human Resources at FVCC**

**Facilitator: Warren Tolley** is Executive Director of Human Resources at FVCC. His experience in Human Resources Management and Organizational Development comes from multiple industries and several regions of US and Canada. Previous to joining FVCC, he led HR departments in Hospital, Pharmaceutical and Chemical industries. Mr. Tolley, a certified Master Trainer, has a degree in Business Management from Brigham Young University, and extensive graduate work in Human Resource Development. He is a long term member of SHRM, and has been active in the Flathead Valley SHRM Chapter since 2004.

Monthly *Blueprint for Business Success* brown bag sessions features business professionals facilitating informative discussions. Attend to receive relevant information, opportunities to ask questions of the professionals, and network with peers.

**Who should attend?** Employers interested in growing and evolving more effective organizations. Why?

- Utilizing all available resources to operate and grow makes for smart business.
- Exchanging ideas, insights, and real-world solutions directly impacts your bottom line.
- Making better decisions quickly requires more and better information
- Engaging and energizing your staff helps make your business more successful.

**Date:** Wednesday, February 13, 2013  
**Time:** Noon – 1:00 pm  
**Location:** FVCC Arts & Technology Bldg, Room 139  
**Cost:** No cost!  
**RSVP:** Terri Haueter, 758-6279 or [thaueter@mt.gov](mailto:thaueter@mt.gov)